

Bureau of Nutrition and Physical Activity Training Advisory Workgroup iLinc Minutes

Date: Thursday, May 19, 2016
Time: 9:00AM – 10:00AM
Location: 1740-Conference Room 008
Attendees:

Local Agencies: Nola Haynes, Sharon Grasso- **Coconino**; , Karla Alcantar, Martiza Garcia- **Mariposa**; Willa Miller- **Yavapai**; Brandon Boatman, Rosanna Ringer- **Pinal**; Sherrie Jameson, Diana Perez- **St E's**; Rachel Molina, Kim Reed- **Mountain Park**; Sandi Veitch- **Yuma**; Melissa Delfenthal- **Marana**; Emily Roy, Tasha Williams- **Maricopa**; Deborah Conter-**Mohave**; Samatha Jerome- **Gila**; Brieanna Morales- **Greenlee**; Denise Gillett- **Adelante**
ADHS: Marlene Williams, Jaclyn Chamberlain, Brittany Klein, Shannon Murphy, Taffery Lowry, Maggie Mack, Emily Davis, Gracie Speaker, Geni Acosta, Ben Hartley

Agenda Item:	Topics and Discussion:	Action Items:
eWIC Recap	<p>eWIC is coming fast and furiously! Need to think through training approach</p> <ul style="list-style-type: none"> • May 5th <ul style="list-style-type: none"> – Reviewed HANDS plan + evaluation <ul style="list-style-type: none"> • What worked, what could be better, what to consider – Reviewed other states' training plans – Discussed needs/inputs <ul style="list-style-type: none"> • Realistic communication plan needed • Varying opinions/needs regarding workbooks • Agreement on practice as real-life as possible • Readiness Checklist • Need for discussing some of the FAQs of EBT in general <ul style="list-style-type: none"> – How it works at the store and store training – PINs, Fraud, etc. • Training for the stores is not within our control 	

Components of Training	<p>Goal: An understanding/competence of eWIC in AZ and how to issue and educate</p> <p>Need application and steps to be taken ahead of that</p> <p>Experiential Learning Cycle</p> <ul style="list-style-type: none"> • Concrete Experience <ul style="list-style-type: none"> ○ Need to experience first-hand in some way • Reflective Observation <ul style="list-style-type: none"> ○ See and get a sense of what we are talking about • Abstract Conceptualisation <ul style="list-style-type: none"> ○ Need to be able to think, process it, and apply to my life ○ What ifs and how to apply? • Active Experimentation <ul style="list-style-type: none"> ○ Go through the cycle and become more competent <ul style="list-style-type: none"> ▪ What: What is changing- the screens, grocery story ▪ So What: Why? What happens? Thinking about and processing ▪ Now What: What to do differently and practice? 	
What Challenges We Face	<p>Expectations of what it takes to get there</p> <ul style="list-style-type: none"> • More on this in a minute <p>Competing Priorities</p> <ul style="list-style-type: none"> • At State • At Local • In Clinic • Within an individual <p>Resources and Time</p>	

<p>Expectations</p>	<p>Example London</p> <ul style="list-style-type: none"> • Describe all the elements of London • Go to London to really be able to describe the experience • Sounds great! • Let's look at the reality about this • How long does it take? <ul style="list-style-type: none"> ○ Flying – fastest way to get there <ul style="list-style-type: none"> ▪ Flight from PHX to London = 10 – 11 hours ▪ Expensive <ul style="list-style-type: none"> • May not have the money to send everyone to the same experience ▪ Limited # of first class/business class ▪ Coach is uncomfortable ▪ Jet lag – some adjustment needed ○ Expectations: <ul style="list-style-type: none"> ▪ Can we get there faster? <ul style="list-style-type: none"> • Would prefer as fast as possible <ul style="list-style-type: none"> - We've only got 2 hours • Space shuttles <ul style="list-style-type: none"> - Not in our available resources ▪ Do we REALLY need to go? <ul style="list-style-type: none"> • Can we read a book about it? • May have to adjust expectations on how it would be communicated <p>Analogy to eWIC:</p> <ul style="list-style-type: none"> • Going to London • Sitting in coach • Takes 10-11 hours • Flight to London is long • Allow the time it takes to get there 	
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<p>Where We Are Going: Anticipated Competencies for Check → eWIC</p>	<p>How we educate families:</p> <ul style="list-style-type: none"> • Use of card in clinic and at store • Setting up PIN/Changes • Receipt and Food Package Terms <ul style="list-style-type: none"> – Changes in food terminology that clients see – Example: <ul style="list-style-type: none"> • Current checks say: <ul style="list-style-type: none"> – 18 OZ (16 TO 18 OZ) PEANUT BUTTER OR 1 LB DRY BEANS/PEAS/LENTILS OR UP TO 64 OZ CANNED BEANS • Receipt MAY say: <ul style="list-style-type: none"> – 1 UNIT Beans/peas/Lentils or Peanut Butter – So 1 Unit = <ul style="list-style-type: none"> » 4 Cans Beans » 16 oz Jar Peanut Butter » OR 1 lb of Dry Beans – If <u>1 CAN</u> (out of 4)purchased: <ul style="list-style-type: none"> » Receipt would say 0.75 Unit is left – If Peanut Butter or 1 lb Beans Purchased <ul style="list-style-type: none"> » Receipt would not list or say 0 	
<p>Check → eWIC</p>	<p>Food Package Screen</p> <ul style="list-style-type: none"> • Screen, voiding, reissuing • Will look different • Will select options in a drop down <p>IPN/IPN+ Tailoring</p> <ul style="list-style-type: none"> • Refresher on how much to replace or take out • Can add more later • Will not put all into cyber space all that is needed • Using nice TV on the flight <ul style="list-style-type: none"> ○ Learn to use it, but end up enjoying it <p>Separation of Duties + Clinic Flow</p> <ul style="list-style-type: none"> • Note: Policy is same 	

	<ul style="list-style-type: none"> • Person who hits print needs to be different than the person who did the income verification • Benefits medium has changed • If one person clinic, nothing has changed for you based on what you currently have going on for quality assurance • No physical checks to hand out 	
Agreement	<p>Requirements for These Competencies</p> <p>Foundation Content</p> <ul style="list-style-type: none"> • What <ul style="list-style-type: none"> ○ Demonstration ○ How eWIC is different and why ○ Policies and information ○ Proximity to roll-out • Staff role <p>Processing of Info</p> <ul style="list-style-type: none"> • Reflection and discussion <p>Case Studies and Application</p> <ul style="list-style-type: none"> • Practice • Problem solving scenarios • Need foundational stuff first <p>Limited Resources</p> <p>Time and Money</p> <ul style="list-style-type: none"> • For Locals <ul style="list-style-type: none"> ○ Availability of staff and trainers in the clinic ○ Inability to shut down clinics for lengthy time frame (preferably minimal as possible) ○ Travel cost • For State <ul style="list-style-type: none"> ○ Limited number of available staff to work on materials and/or train ○ Other projects/staffing shortage ○ Inability to control when info is available to develop <ul style="list-style-type: none"> ▪ We are not the developers of HANDS 	

	<ul style="list-style-type: none"> ▪ Will have uncertainty <ul style="list-style-type: none"> • CMA/HANDS Functionality • CDP • Pilot Project ○ Limited budget and various mediums may take large chunk of resources 	
eWIC Training Menu	<p>Choose an Entrée + Side</p> <ul style="list-style-type: none"> • Purpose is to provide “meat”/ high protein source or primary competency delivery <ul style="list-style-type: none"> ○ Method of delivery • Entrée will have a side of follow up/roll-out support <ul style="list-style-type: none"> ○ Except entrée #3 ○ Each comes with a benefit and cost • Entrées 1 and 2 also come with a Train-the-Trainer • Readiness Checklist included in all • All prep work that we can will be done <p>Entrée #1</p> <ul style="list-style-type: none"> • Share training- State and Local Agency Staff • Every individual would need to fill out the PDF/ Need that data • Message is not tailored to individual clinic/ not able to accommodate on the PDF and webinar • Not made for individual needs • General message 	

	Entrée # 1 – Shared Clinic/Local	PROS	CONS	
	<p><u>Foundational Content</u>: State Provided Webinars + Accompanying Workbook in form of PDF</p> <p><u>Processing and Reflection</u>: Workbook PDF</p> <p><u>Practice</u>: Training Database + Activities in Workbook PDF</p>	<p>Consistent message → Front Line</p> <p>Track learners input and completion</p> <p>Good for Visual Learners (some Auditory)</p>	<p>Message not tailored</p> <p>No guarantee of opportunity to ask questions with trainer</p> <p>Processing and Reflection may be limited without facilitation</p> <p>Auditory may need some in-person instruction</p>	
	<p>Entrée #2</p> <ul style="list-style-type: none"> • Make content more flexible than in the HANDS workbook • Choose your own adventure materials • Do we do a webinar? No fillable PDF- video? • More flexibility in choosing the content mediums potentially • Workbook activities • Inservice Activities to train individually with your staff • Meets best practice more than any others 			

- Adults learners work best when in the context of their real life
- Lion share of work in the local agency
- Initial general message may not be consistent due to being adjusted per agency
- Better coordination needed between state and local agency

Entrée #2 – Local Focus/HANDS Model	PROS	CONS
<u>Foundational Content:</u> State Provided Materials – Adjusted and Implemented by Local Agency Trainers (in-service vs one-on-one, etc.) - Webinar? Video? - Workbook + Additional	Adults prefer to have a role in their own training development Allows for more local agency experience/ personalization	Time for local agency Not all staff receive same exact message No consistent feedback on completion and understanding
<u>Processing and Reflection:</u> Local Agency Facilitated + Workbook		
<u>Practice:</u> Training Database + Activities in Workbook		

Final opinions will be discussed in 2 months

	<p>Side #1 – HANDS Model</p> <p>Refresher Training ON SITE + Support ON SITE w/ Local Trainer</p> <p>Pros: As close to roll-out as possible, State staff present on site for 1 – 2 days</p> <p>Cons: Requires more State trainers (Not consistent or all policy experts)</p>	<p>Side #2 – Oregon Model</p> <p>Refresher Training Done Regionally by State Trainers</p> <p>Pros: More Consistent Message and Policy Experts Available</p> <p>Cons: 1 week prior to roll/out Not as much availability – NO ON-SITE SUPPORT More time out of clinic ~ 1 day</p>		
	<p>Side #1 and Side #2</p> <ul style="list-style-type: none"> The focus is on the availability and expertise of State staff: Each expert in area, but not experts in everything - prioritizing which expertise area would be most helpful <p>Side #1 – HANDS approach</p> <ul style="list-style-type: none"> Provides refresher training as close to roll out as possible + on-site support On-site support may not all be policy experts In the chaos, may not know the answer in the clinic Local agency trainer would be key to help facilitate <p>Side #2</p> <ul style="list-style-type: none"> Oregon did a series of trainings regionally- came 1 week before the rollout for the refresher <ul style="list-style-type: none"> Was one day Top policy peeps and top trainers More consistent message Follow up may be needed People cannot hop on their own station in the computer 			

	<ul style="list-style-type: none"> ○ Takes time out of the clinic ○ Key people out during these sessions- will not be able to send back into the clinic (no onsite support) ○ Won't be without a support avenue, but person may not be in the clinic (text, phone) <p>Entrée #3</p> <ul style="list-style-type: none"> • Done in person • Regional training • As close as possible to the day of roll out • More days per region • More time out of the clinic • Consistent message- same group of state trainers • HANDS on practice may be limited (computer set up space, etc) • No on-site support 	
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What Do You Do?	Consider Entrée and Sides <ul style="list-style-type: none"> • Entrée #1 and #2 with sides • Entrée #3, no side • What questions do you have? • What have we not considered? • Regional Trainings <ul style="list-style-type: none"> – Phoenix, Flagstaff, Tuscon, Yuma at minimum • Pilot planned in spring, early summer of FFY17 • Rest of state- late summer and early fall • We do not control any potential issues, bugs, or items that come up • Refresher after roll out? 													

	<ul style="list-style-type: none"> – Will look at our options • Infancy of HANDS working with eWIC, normal to have bugs <p>June:</p> <ul style="list-style-type: none"> • Provide Maximus Report from Other States • Discuss your questions <p>July:</p> <ul style="list-style-type: none"> • Vote • Decision Matrix • Have these conversations with your director before the vote • Will go back to directors and Bureau Chief for final approval 	
Updates/Next Call Agenda	<p>Certificates of Completion</p> <p>Billy- Lifecycle of a Bug, Determining if an item is a bug</p> <p>Bootcamp- in development, procuring location for September date. Will go out in email once secured.</p>	Send any questions in general to Jaclyn
Next Meeting	<p>Thursday, June 16</p> <p>9:00 AM – 10:00 AM</p>	